



Sustainability Management Framework

Economic Dimension and Corporate Governance

- The company offers innovative financial services that enhance daily life and customer happiness by making financial services more accessible to everyone. It emphasizes and supports the continuous development of digital technology to provide efficient products and services that meet customer needs conveniently and quickly, without location and time constraints. Importantly, this must be based on data security and cybersecurity to ensure trust and confidence in transactions with the company for all customers and stakeholders.
- The company operates and discloses corporate governance information in accordance with laws and regulations related to its business operations, such as the Bank of Thailand regulations, anti-money laundering laws, anti-corruption measures, personal data protection laws, and the regulations of the Office of Insurance Commission, among others. It also discloses corporate governance information as required by the Stock Exchange of Thailand.

Social Dimension

- The company treats employees fairly, emphasizing their right to work in a fair environment free from discrimination and harassment of any kind. It supports creating a work environment that respects human dignity and promotes equality in opportunities and benefits.
- The company provides equal opportunities for all workers, without discrimination based on nationality, race, gender, religion, or physical disability. It ensures equal opportunities for all employees in terms of salary and benefits, training, evaluation, promotion, discipline, dismissal, or retirement.
- The company opposes child labor and forced labor in all forms within its operations and supply chain. It does not support or engage in any form of child labor or forced labor and has internal audit measures to ensure that its supply chain does not violate human rights in these areas.



- The company promotes social engagement by establishing the AEON Thailand Foundation to systematically conduct social activities. It prioritizes business operations that do not negatively impact surrounding communities and encourages community participation in sustainable development projects.

Environment

- The company emphasizes sustainable relationships between society and the environment by applying the international environmental management system standard (ISO14001) across the organization.
- The company organizes various environmental projects, such as separating general waste, recyclable waste, and hazardous waste to ensure proper waste segregation by employees. Additionally, it implements measures to reduce electricity consumption and campaigns to reduce resource usage, promoting necessary use only, such as water, paper, and online meetings instead of travel.
- The company discloses its greenhouse gas emission performance for the base year 2023, verified by external auditors and registered with the Thailand Greenhouse Gas Management Organization (Public Organization). The company has developed short-term, medium-term, and long-term plans to reduce greenhouse gas emissions.

Sustainability Governance Structure

- The company has established a Sustainability Committee to manage the company's sustainability efforts.
- The Chairperson of the Sustainability Committee is responsible for reviewing and considering the operational plans according to the defined sustainability goals and measures. They have the final decision-making authority on related action plans in the Sustainability Committee meetings.



- The Sustainability Committee is responsible for monitoring the group's efforts and progress according to the action plans, providing continuous guidance and recommendations, and regularly reporting to the Board of Directors.
- The company's Sustainability Working Group, consisting of representatives from each department, drives the company's sustainability operations, gathers internal and external information, examines sustainability issues within the company, and presents sustainability performance to the Sustainability Committee.
- All employees in the company are responsible for understanding and effectively implementing the sustainability policies and practices.

Remark : Review the latest policy as of May 16, 2025.